

# Jan Majerski

From: **Poland**

Current place of residence: **Dubai, UAE**

Age: **31**

Mobile: **+971 55 677 8968**

Email: **mjm.hotelier@gmail.com**



Dynamic hospitality professional with proven ability to deliver the outstanding results. Experienced in heading the successful teams in luxury, business, lifestyle and boutique hotels ranging from 215 to 650 keys. My career includes senior roles in some of the world's greatest hotel companies with a reputation of delivering the excellent guest experience. Focused on personalizing the service, maximizing profitability, building the engaged and winning teams. Currently leading the Front of the house operations at Hotel Indigo Dubai Downtown, the first art- inspired boutique hotel in UAE.

## **WORK EXPERIENCE:**

**12.2020- Present**

**Front Office Manager**

**Hotel Indigo Dubai Downtown (Dubai, UAE)**

*4-star, lifestyle boutique hotel- 269 rooms, 4 restaurants, 2 meeting rooms*



- Reporting to the Executive Assistant Manager and leading a team of 20+ employees at the Front Desk, Concierge, Transportation, Recreation and Spa.
- Key team member in reaching a top 3 TripAdvisor rank among more than 700+ hotels in Dubai within 7 months of opening.

**02.2019- 12.2020**

**Front Office Manager**

**Millennium Place Dubai Marina (Dubai, UAE)**

*4 star, lifestyle hotel- 453 rooms, 4 restaurants, 5 meeting rooms*



- Reporting to the General Manager and leading a team of 50+ permanent employees at the Front Desk, Concierge, Guest Relations, Switchboard, Business Centre, Transportation, Recreation and Spa.
- Part of the pre- opening team, responsible for setting the Front Office and Recreation sections for the hotel opening- rooms division budget and P&L, procurement (Capex, FFE), licenses (TDF, CID scanners, DTCM inspections), recruitment, learning and development (SOP's, KPO's, KPI's, on job trainings, brand values), software configuration and training. (Opera PMS, Opentec, VinCard, IHAMMS, Bayan, FMC)
- Heading the Quality Committee with the maximum focus on achieving the top Guest Satisfaction results on Revinate (YTD-4.5), Booking.com (YTD- 8.8), TripAdvisor (107/683). Recognized as best Quality Hotel in 2019 from all the Millennium & Copthorne Hotels worldwide.

**04.2017- 02.2019**

**Front Office Manager**

**Rove Trade Centre (Dubai, UAE)**

*3 star, lifestyle hotel- 270 rooms, 1 restaurant, 4 meeting rooms*

R O V E  
HOTELS

- Reporting to the General Manager and replacing him during the absence. Leading the rooms division departments- Front Office, Housekeeping and Recreation with 40+ team members in the reporting line.
- Pre-opening team member, responsible for the setting the departments from both operational and administrative side. Implementing the Rove Brand Culture "Be your Best Self" with the idea of fuss-free hotel concept centered on delivering best possible value for money.
- Achieving a top guest satisfaction scores- TripAdvisor (41/680), Booking.com (9.1), ReviewPro (4.6 / NPS 72%)

**08.2016- 04.2017**

**Front Office Manager**

**Dubai Marine Beach Resort and Spa (Dubai, UAE)**

*5 star, luxury hotel- 215 rooms, 15 villas, 13 restaurants, 1 ballroom, 6 meeting rooms*

  
DUBAI MARINE  
BEACH RESORT & SPA

- Executive Committee member, reporting to the General Manager. In charge of all aspects of the Front Office and Recreation departments- Front Desk, Concierge, Transportation, Guest Relations, Telephone Operators, Spa, Recreation and Business Centre.
- My main scope of work was to develop the current processes within the department, implement the new strategy and goals, review the department structure, implement the SOP'S and reports.
- Implemented various ideas enhancing the overall guest satisfaction and hotel profit such as: meeting VIP's upon arrival, rooms inspections by the duty managers, incentive schemes for the positive comments on social medias and internal upselling program.

**08.2013-08.2016**

**Guest Service Manager**

**Beach Rotana (Abu Dhabi, UAE)**

*5 star, luxury hotel- 455 rooms, 17 restaurants and cafes, 3.700 sqm conference space*



- In charge of Guest Service section of the Front Office Department, leading 30+ colleagues at Guest Relations, Executive Lounge, Concierge, Transportation and Valet Parking. Reporting to Director of Rooms.
- Received an award of the "Manager of the Year" of 2014.
- Certifications: On Job Trainer, Group Trainer, Public Speaker.

**08.2012-07.2013; Front Office Supervisor**

**06.2011-08.2012; Front Desk Officer**

**Hyatt Andaz Liverpool Street (London, UK)**

*5 star, lifestyle hotel- 267 rooms, 7 restaurants, 14 meeting rooms.*



**01.2011- 06.2011; Front Desk Officer**

**09.2009- 01.2011; Housekeeping Room Attendant**

**Hyatt Regency (Birmingham, UK)**

*5 star, luxury hotel- 355 rooms, 3 restaurants, 1 ballroom, 5 meeting rooms*

- I started my hotel career with the Hyatt Hotels as a room attendant in age of 19. Used to work in all Housekeeping sections- room attendant, houseman, linen attendant, laundry attendant, office coordinator.
- After completing my cross training at the Front Desk, I was promoted to the role of Front Desk Officer after 1,5 years of joining the Hyatt Hotels.
- I became a Front Office Supervisor in age of 22 at Hyatt Andaz London.

### **EDUCATION:**

**2020- Present**

**Master of Business Administration**

**National- Louis University (Nowy Sacz, Poland)**

<http://www.wsb-nlu.edu.pl/>



WYŻSZA SZKOŁA BIZNESU  
NATIONAL LOUIS UNIVERSITY

**2017-2020**

**Bachelor of Arts- Hotels Management**

**National- Louis University (Nowy Sacz, Poland)**

### **LANGUAGES:**

**Polish** (Excellent), **English** (Excellent), **Russian, Czech, Slovakian** (Communicative)

### **HOBBIES:**

**Savoir-Vivre, Geopolitics, NLP techniques, Football**